



Information for customers

regarding the upcoming meter replacement project

In a continuing effort to improve service to our customers, the PWSB is implementing a system-wide upgrade to our water metering system. This is a mandatory replacement program for all residential and commercial business customers. There is **no cost to the homeowner** or business owner for the meter replacement.

Beginning in 2024, we will be replacing the old water meter system with a **modernized Advanced Metering Infrastructure (AMI) system** that will improve our ability to measure water usage, detect leaks, and better answer questions about water usage.

The new water meters utilize advanced ultrasonic technology, which offers high **reliability, long term stability and accuracy.**

The current system requires someone with a meter reading device to drive by your home monthly to receive data from your water meter. The new meters will transmit water data directly to the PWSB automatically on a daily basis.

The new metering system will also provide our customers with the ability to easily **review your water usage and set up alerts** for unusually high water consumption using a new Consumer Portal.

During the water meter replacement, your water service will be temporarily interrupted while the existing water meter is removed, and the new meter is installed. After the installation is complete, water service will be quickly and carefully restored.

We will continue to regularly update our customers throughout this process. Please visit our website at www.pwsb.org to learn more or you can give us a call at 401-729-9050. Thank you in advance for your cooperation!